

ERARTA MUSEUM TICKET AND MEMBERSHIP GUIDELINES

1. These Guidelines regulate all types of Erarta Museum Tickets and Membership. Museum administration reserves the right to unilaterally amend these Guidelines from time to time without further notice. The most recent version of the Guidelines is available at the relevant page of the erarta.com website.

2. To start visiting the museum with a Ticket or Membership (with the exception of E-Tickets and Fast Track Tickets), Members or Ticket holders must undergo a one-time registration procedure by filling out a questionnaire form and having their photograph taken. By filling out the form, visitors provide their consent to the use of the information contained therein for the purposes of the Erarta Museum loyalty program for an indefinite period, and accept these Guidelines. All questionnaire fields are obligatory.

3. The information provided in the questionnaire shall be used to create a Member or Ticket holder Account. The Account is a user account containing relevant information about the Ticket or Membership that Members or Ticket holders can use to check their Membership or Ticket status and period or renew their Ticket or Membership. The Account shall be created automatically once the selected product is paid for. If the relevant Member or Ticket holder already has an Account, the said Member or Ticket holder must update the information on the current Ticket or Membership following registration.

4. After the registration, the visitors shall proceed to the Fast Track turnstiles where they will be admitted to the Museum Wing and the Exhibitions Wing through the automated facial recognition access system.

5. Each Membership and registered Ticket is holder-specific and non-transferable.

6. Memberships and registered Tickets of any type are non-refundable and not exchangeable.

7. Each Membership is valid from the point of receipt of the relevant payment by Erarta Museum and until the end of the paid period. Members shall have access to any benefits related to museum admission after completing the registration procedure (pursuant to paragraph 2 hereof). Members can check their Membership expiry date through their Account or at the museum's ticket counters.

8. Each person purchasing a Membership is entitled to receive a personalised plastic card with an indication of Membership period. The plastic Membership card is property of Erarta Museum and shall be withdrawn in case of attempted use by any person other than the Member. Such withdrawn Membership card may only be returned to the respective Member appearing in person at the museum's ticket counters. Should a Membership card be lost, the respective Member must contact

the museum's reception to check whether the card has been found and returned to the museum.

9. Membership can be purchased by the prospective Member or as a gift. Gift Membership can be purchased without providing the name of the future Member.

10. Members enjoy the following privileges for the entire period of Membership:

- unlimited admission to the museum and all temporary exhibitions during the museum's regular opening hours;
- a chance to experience Erarta's signature projects, including 2 complimentary U-Space sessions (must be booked in advance at counters 9 or 10; any subsequent sessions during the Membership period, starting from the third and up, shall be paid for separately);
- access to the dedicated Fast Track counter;
- 10% discount at the Erarta Restaurant, café, Erarta Home Stores and Erarta Shop online store; the discount is not cumulative with any other discounts or special offers;
- complimentary audio guides available through the Account;
- 20% discount on Fast Track for the Member's guests;
- plus-one invitations to exhibition previews and artist talks (the Member's guest must have a valid Erarta Museum Ticket or Membership).

These benefits shall be enjoyed by all Members whose Memberships are purchased after 31 August 2020.

12. There are four types of tickets at Erarta Museum: Ticket, E-Ticket, Fast Track Ticket, Concession Ticket. All Tickets can be registered at the museum's ticket counters. A registered Ticket shall be valid for 365 days.

13. Concession Tickets can only be used by persons aged 15 and younger and persons aged 60 and older at the time the Concession Ticket is purchased.

14. Tickets and Concession Tickets entitle to the following benefits during their entire validity period:

- unlimited access to the Museum Wing and all temporary exhibitions during the regular opening hours of the Erarta Museum of Contemporary Art;
- complimentary audio guides available through the Account.

15. E-Ticket and Fast Track Ticket allow one-time admission to the museum without registration. Holders of such Tickets wishing to continue visiting Erarta for 365 days must undergo registration at counters 9 or 10 on the day of their first visit before leaving the museum building. Following registration, an E-Ticket or Fast Track Ticket is converted into a regular Ticket.

16. Some of the Museum spaces may be closed to the public at one time or another during the Membership or Ticket validity period. Their inaccessibility during the Member's or Ticket holder's visit shall not constitute grounds for lodging any claims.

17. Members and Ticket holders can enjoy the Auto-Renewal service allowing discounted renewal of Tickets or Memberships. Auto-Renewal terms and conditions are available at erarta.com. The option can be selected during the online purchase of Membership as well as enabled or disabled through the Account.

18. Members and Ticket holders start receiving Erarta Museum newsletters and notifications in their Account once their questionnaires are processed, which may take up to 10 business days.

In case you haven't received any newsletters within 15 business days after becoming a Member, please contact us via email at pass@erarta.com.

19. Members and Ticket holders hereby acknowledge that they are fully aware of the health and disease control regulations currently effective in the city of St. Petersburg, including, without limitation, those relating to the threat of spread of the new coronavirus COVID-19, including all current regulations on social distancing in public places, personal hygiene rules, and appropriate personal protective equipment requirements. Members and Ticket holders hereby also acknowledge that Erarta Museum and its personnel comply with all the above regulations, which the relevant Members and Ticket holders are able to attest for themselves. Should any failure on the part of a Member of Ticket holder to comply with the regulations mentioned herein lead to any adverse effects, the relevant Member or Ticket holder shall be solely responsible for the onset of such effects.

20. While at Erarta Museum, visitors may not:

- ruin any property or interior furnishings, as well as cause any kind of damage to the building, its premises, or any artworks displayed therein;
- make any inscriptions in the hallways and rooms of Erarta Museum, litter or soil the premises;
- walk beyond the railings or other barriers installed to restrict visitor access, or break into premises clearly marked as staff-only;
- bring into Erarta any narcotic substances or other psychoactive substances banned by applicable legislation, as well as alcohol, food and drinks (except for those purchased inside the building and consumed in the designated catering areas);
- smoke outside of the designated smoking areas;
- wear outer garments that could potentially soil other visitors and/or interior furnishings and artworks;
- use any vehicles and means of conveyance (including scooters, bicycles, kick scooters,

roller skates, skateboards, mopeds, hoverboards, electric unicycles, roller shoes, etc.), with the exception of wheel chairs approved for any public spaces by applicable legislation;

- use any kind of airborne devices regardless of their size;
- disturb public order, engage in fights or other activities infringing on human dignity;
- bring into the museum any kind of combustible, pyrotechnic, highly flammable, contaminating, toxic, poisonous substances, objects and liquids, as well as any spray canisters;
- use any kind of pyrotechnics or open flame;
- bring or take into the museum any kind of animals, with the exception of guide dogs with appropriate certificates;
- make noise, run or disturb other visitors;
- conduct any business or profit-generating activities, engage in trade, commercial or advertising activities, including guiding tours;
- engage in professional photography or videography;
- engage in any public campaigning, picketing or social and political activities, performances, stage shows or any other activities inconsistent with the public viewing of artworks and potentially disturbing other visitors;
- remain inside the museum outside its opening hours;
- engage in any other activities not listed above that are prohibited by applicable legislation.